

BIS | Department for Business
Innovation & Skills

**USER QUESTIONNAIRE –
STUDENT SUPPORT
APPLICATIONS OFFICIAL
STATISTICS RELEASE**

AUGUST 2012

USER QUESTIONNAIRE – Student Support Applications Statistics

The Student Loans Company (SLC) started the publication of this Statistical release in conjunction with the Department for Business, Innovation and Skills (BIS) in October 2009. It was started in response to public concerns about the processing and payment of student support for the 2009/10 academic year. The release has been repeated in subsequent academic years with progress reported (monthly) from an earlier point in the processing cycle. The problems of 2009/10 were not repeated in 2010/11 and performance has improved further in each of the two academic years since. In line with this trend there has been a continuous reduction in the access to the publications in this series.

The most recent update was published in July 2012 for the 2012/13 academic year and it is available at:

<http://www.slc.co.uk/media/361682/slcosp062012.pdf>

The SLC and BIS aim to keep our statistics relevant and useful. The aim of this questionnaire is to seek initial feedback from users on how useful they find this publication. Some evidence derived from web-hits made to the publication's web-site (SLC) and general data enquiries made to BIS would indicate that the potential interest is low; hence the costs of producing the publication may now outweigh the public benefit.

Your responses to our questionnaire will be used to assess the user interest in the publication before we make recommendations on their future to the BIS Statistical Head of Profession.

We would ask users to email their comments to David Collinge by the end of 31st August 2012 at the contact address shown in the next section. Readers may wish to use the following questions on the next page as a guide in organising their responses.

Question 1 What do you use the Student Support Applications publication for? What is your interest in the statistics?
Question 2 Which parts of the publication do you find the most useful? How crucial are they to your work/study?
Question 3 How could the statistics be improved/made more useful?
Question 4 What would the impact to you/your organisation of withdrawing the release? Are you able to secure this information from other sources?
Further Contact Please indicate if you wish to be contacted about Student Finance statistical publications of this kind in future?

Contact details

You are invited to let David Collinge know your views by 31 August 2012

David's contact details are as follows:

Email: David.Collinge@bis.gsi.gov.uk

Tel: 01325 392585

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Any enquiries regarding this publication should be sent to:

Department for Business, Innovation and Skills
1 Victoria Street
London SW1H 0ET
Tel: 020 7215 5000

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